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Public Advisory No. 3

Issued by the Interstate Commerce Commission

PEOPLE ON THE MOVE

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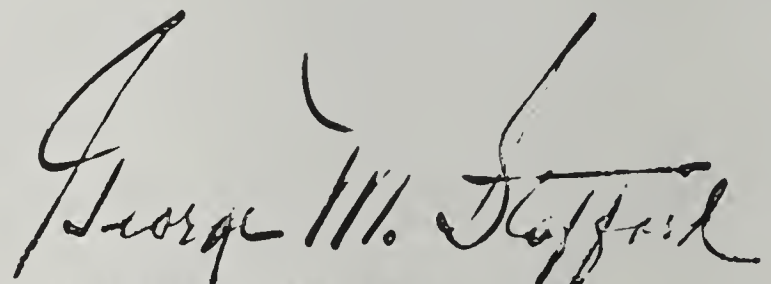
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The Interstate Commerce Commission by Federal Statute regulates interstate motor carriers of household goods. Since 1939 it has constantly engaged in the development and updating of a series of regulations applicable to the operations and practices of those carriers. Individual efforts and involvement of the householder whose worldly belongings are being moved are essential to the successful application of the regulations currently in effect. The Commission believes, therefore, that fully informing the individual householder before the move represents the best possible guarantee that the benefits of these regulations will be realized by millions of Americans who change residences each year.

There are a number of precautions that a householder can and should take to protect his interests more fully. This Public Advisory No. 3 is extended by the Commission as regulator of the surface transportation industry to you, the householder, to assure that you are aware of the precautions you can take so that fairness prevails in the movement of your household goods.

The questionnaire at the end of this Advisory also serves as a means for US to receive YOUR constructive criticisms on the quality of service you received from your mover.



GEORGE M. STAFFORD
Chairman

August 1971

This Advisory Supplements BOp 103
"Summary of Information for Shippers of
Household Goods"

SOURCES OF VITAL INFORMATION

Although Americans move more frequently now than ever before in our Nation's history, few of them move often enough to become familiar with all that is involved in the transportation of their household goods. Between May 1 and October 31 in an average year over 700,000 shipments of people on the move will be handled by motor carriers of household goods. For the most part, these carriers are honest and reliable businessmen who experience the same difficulties faced by other businessmen, including the problems of employing trained help and controlling rising costs. Misunderstandings between the mover and his customer can and do occur. When they do, the entire transaction can become emotional and often times results in personal inconveniences.

It is the purpose of this *Advisory* to be a source of information and reference so that you may be aware of what you should expect from the mover, what the mover expects of you, and where to turn when an unforeseen problem arises.

Each mover regulated by this Commission is required to give you a prescribed booklet, BOp 103 *Summary of Information for Shippers of Household Goods*. This booklet describes in detail many items of vital importance to you, the householder. For example, it provides detailed information about obtaining estimates, the computation of transportation costs, the extension of credit, the packing and unpacking of shipments, the shipping documents, and loss and damage claims. A supplement to that booklet, *Public Advisory No. 1* which is available from our field offices, provides a separate source of more detailed information relating to obtaining accurate weights of your shipment. **BE SURE TO OBTAIN THESE PUBLICATIONS AND READ THEM BEFORE YOUR MOVE BEGINS.**

SOURCES OF ASSISTANCE

Your mover is required to note both on the *Order for Service* and on the *Bill of Lading* issued for your shipment, his name, address, and telephone number, and also the names, addresses, and telephone numbers of his delivering agent or interline carriers, if any. This is required so that you have the opportunity freely and directly to communicate with the carrier in possession of your household goods while they are being transported to your new home. By the same token, and for your own convenience and protection, you should have listed on the bill of lading where you can be reached at destination if this is at all possible. This will provide a further means of communication between you and the mover.

Should you be unable to get in touch with your mover, or, as sometimes unfortunately happens, should you be unable to have your inquiry satisfactorily handled by him, the Commission's field offices stand ready to assist you. We have listed below, alphabetically by States, the names of 78 cities in which our field offices are located. **PLEASE CONTACT THEM SHOULD YOU HAVE ANY PROBLEMS CONCERNING YOUR MOVE.**

SOURCES OF ASSISTANCE TO US

Once your move has been completed you are likely to remain in your new home or apartment for a number of years. With the passage of time your experiences in moving, whether they were pleasant or unpleasant, are likely to fade in your memory. Our task of protecting the shipping public, however, is a never-ending one.

We have found that information from householders often acts as a dependable barometer indicating changes or trends in the practices of moving companies and the changing needs of those members of the shipping public who depend upon their services for the transportation of household goods. Consequently, we earnestly seek an expression of your views upon the completion of your move. We ask you please to complete and mail the enclosed self-addressed questionnaire and help us better to serve the public generally. No postage is required and it should only take a few minutes of your time. The questionnaire is not a formal complaint, but the information you provide will enable us to determine how well our present regulations are working.

INTERSTATE COMMERCE COMMISSION

FIELD OFFICE LOCATIONS AND TELEPHONE NUMBERS

<i>State</i>	<i>Address</i>	<i>Telephone</i>	<i>State</i>	<i>Address</i>	<i>Telephone</i>
Ala.	Birmingham 35203 2121 Bldg. Room 814 2121 Eighth Ave. North	205-325-3781	Fla.	Jacksonville 32202 288 Federal Bldg. (Bldg. Box 35008) 400 West Bay Street	904-791-2551
Alaska	Anchorage 99510 G-31 Federal Bldg. P.O. Box 1532	907-272-3922		Miami 33155 105 Cox Bldg. 5720 S.W. 17th Street	305-350-5551
Ariz.	Phoenix 85025 3427 Federal Bldg. 230 North First Ave.	602-261-3834	Ga.	Atlanta 30309 Room 300 1252 West Peachtree St. N.W.	404-526-5371, 5307, and 5455
Ark.	Little Rock 72201 2519 Federal Bldg.	501-378-5821 Ext. 5821	Idaho	Boise 83702 455 Federal Bldg. and U.S. Courthouse 550 West Fort Street	208-342-2711 Ext. 2505
Calif.	Los Angeles 90012 7708 Federal Bldg. 300 North Los Angeles St.	213-688-4008	Ill.	Chicago 60604 Everett McKinley Dirksen Bldg. Room 1086 219 South Dearborn St.	312-353-6124 or 312-353-6125
	San Francisco 94102 13001 Federal Bldg. 450 Golden Gate Ave. P. O. Box 36004	415-556-5515		Springfield 62704 476 Land of Lincoln Bldg. 325 West Adams Street	217-525-4075
Colo.	Denver 80202 2022 Federal Bldg. 1961 Stout Street	303-837-3162	Ind.	Fort Wayne 46802 345 West Wayne Street Room 204	219-422-6131
Conn.	Hartford 06101 324 U.S. Post Office 135 High Street	203-244-2560		Indianapolis 46204 Century Bldg. Eighth Floor 36 South Pennsylvania St.	317-633-7465
DC	Washington 20423 ICC Building 12th & Const. N.W.	202-343-4671			

<i>State</i>	<i>Address</i>	<i>Telephone</i>	<i>State</i>	<i>Address</i>	<i>Telephone</i>
Iowa	Des Moines 50309 677 Federal Bldg. 210 Walnut Street	515-284-4416	Mo.	Kansas City 64106 1100 Federal Bldg. 911 Walnut Street	816-374-5561
Kans.	Topeka 66603 234 Federal Bldg.	913-234-8661 Ext. 266		St. Louis 63101 210 North 12th Street Room 1465	314-622-4103
	Wichita 67202 501 Petroleum Bldg. 221 South Broadway	316-267-6311 Ext. 209	Mont.	Billings 59101 251 U.S. Post Office	406-245-6711 Ext. 6261
Ky.	Lexington 40505 222 Bakhaus Bldg. 1500 West Main Street	606-252-2312 Ext. 2511	Nebr.	Lincoln 68508 320 Federal Bldg. & U.S. Courthouse 129 North Tenth St.	402-475-3395
	Louisville 40202 426 U.S. Post Office 601 West Broadway	502-582-5167		Omaha 68102 711 Federal Bldg. 106 South 15th Street	402-221-4644
La.	New Orleans 70113 T-4009 Federal Bldg. & U.S. Post Office 701 Loyola Avenue	504-527-6101 or 504-527-6102	Nev.	Carson City 89701 203 Federal Bldg. 705 North Plaza St.	702-882-2085
Maine	Portland 04112 305 U.S. Post Office & Courthouse 76 Pearl Street P.O. Box 167, P.S.S.	207-775-3131	NH	Concord 03301 424 Federal Bldg. 55 Pleasant Street	603-224-1887
Md.	Baltimore 21201 814-B Federal Bldg. Charles Center 31 Hopkins Plaza	301-962-2560	N. Mex.	Albuquerque 87101 1106 Federal Office Bldg. 517 Gold Ave. S.W.	505-843-2241
Mass.	Boston 02203 John Fitzgerald Kennedy Building, Government Center, Room 2211B	617-223-2372	NJ	Newark 07102 902 Federal Bldg. 970 Broad Street	201-645-3550
	Springfield 01103 338-342 Federal Bldg. 436 Dwight Street	413-781-2420		Trenton 08608 204 Carroll Bldg. 428 East State Street	609-599-3511
Mich.	Detroit 48226 1110 David Broderick Tower Bldg. 10 Witherill Street	313-226-7245	NY	Albany 12207 518 New Federal Bldg. Maiden Lane & Broadway	518-472-2273
	Lansing 48933 225 Federal Bldg. 325 West Allegan St.	517-372-1910 Ext. 568		Buffalo 14203 518 Federal Bldg. 121 Ellicott Street	716-842-2008
Minn.	Minneapolis 55401 448 Federal Bldg. & U.S. Courthouse 110 South Fourth St.	612-725-2326		New York 10007 26 Federal Plaza Room 1807	212-264-1072
Miss.	Jackson 39201 145 East Amite Bldg. Room 212	601-948-7821 Ext. 348	NC	Syracuse 13202 104 O'Donnell Bldg. 301 Erie Blvd., West	315-473-3440
				Charlotte 28202 BSR Bldg., Suite 417 316 East Morehead St	704-372-0711 Ext. 451

<i>State</i>	<i>Address</i>	<i>Telephone</i>	<i>State</i>	<i>Address</i>	<i>Telephone</i>
NC	Raleigh 27611 624 Federal Bldg. 310 New Bern Ave. P.O. Box 26896	919-755-4650	Tenn.	Nashville 37203 1808 West End Bldg. Suite 803	615-749-5391
N. Dak.	Fargo 58102 P.O. Box 2340, Federal Bldg. & U.S. Post Office 657 Second Ave. North	701-237-5771 Ext. 5285	Tex.	Amarillo 79101 1012 Herring Plaza 317 East Third St.	806-376-2138
Ohio	Cincinnati 45202 5514-B Federal Bldg. 550 Main Street	513-684-2975 or 513-684-2976		Dallas 75202 Room 13C12 1100 Commerce St.	214-749-3691
	Cleveland 44199 181 Federal Bldg. 1240 East Ninth Street	216-522-4000 or 216-522-4001		Fort Worth 76102 9A27 Fritz Garland Lanham Federal Bldg. 819 Taylor Street	817-334-2794
	Columbus 43215 255 Federal Bldg. and U.S. Courthouse 85 Marconi Blvd.	614-469-5620	Tex.	Houston 77002 8610 Federal Bldg. & U.S. Courthouse 515 Rusk Ave. P.O. Box 61212 Houston Tex. 77061	713-226-4241
	Toledo 43604 5234 Federal Bldg. 234 Summit Street	419-259-7486 or 419-259-7487	mailing address	San Antonio 78205 301 Broadway Bldg. Room 206	512-225-5511 Ext. 4318
Okla.	Oklahoma City 73102 240 Old Post Office and Courthouse 215 Northwest Third St.	405-231-4496	Utah	Salt Lake City 84111 5239 Federal Bldg. 125 South State Street	801-524-5680
Oreg.	Portland 97204 450 Multnomah Bldg. 319 S. W. Pine St.	503-226-3361 Ext. 3563	Vt.	Montpelier 05602 52 State Street Room 5	802-223-6001
Pa.	Harrisburg 17108 508 Federal Bldg. 228 Walnut Street P.O. Box 869	717-782-4437	Va.	Richmond 23240 10-502 Federal Bldg. 400 North Eighth Street	703-782-2541
	Philadelphia 19102 16th Floor 1518 Walnut Street	215-597-4449 or 215-597-4453		Roanoke 24011 5104 F. B. Thomas Bldg. 215 Campbell Ave. S.W.	703-343-1581
	Pittsburgh, 15222 2111 Federal Building 1000 Liberty Avenue	412-644-2930	Wash.	Seattle 98101 6130 Arcade Bldg. 1319 Second Ave.	206-442-5421
	Scranton 18503 309 U.S. Post Office North Washington Ave. and Linden Street	717-344-7111 Ext. 324	W. Va.	Charleston 25301 3108 Federal Bldg. 500 Quarrier Street	304-343-6181 Ext. 229
RI	Providence 02903 187 Westminster Street Room 402	401-528-4306		Wheeling 26003 416 Old Post Office Bldg. 12th & Chapline Streets	304-232-6960
SC	Columbia 29201 300 Columbia Bldg. 1200 Main Street	803-253-8371 Ext. 428 or Ext. 429	Wis.	Madison 53703 139 West Wilson Street Room 206	608-256-4441 Ext. 4718
S. Dak.	Pierre 57501 369 Federal Bldg.	605-224-2812		Milwaukee 53203 135 West Wells Street Room 807	414-224-3183
Tenn.	Memphis 38103 933 Federal Bldg. 167 North Main St.	901-534-3437	Wyo.	Casper 82601 1006 Federal Bldg. & Post Office 100 East B. Street	307-265-5550 Ext. 3243

Consumer Questionnaire
PEOPLE ON THE MOVE
Public Advisory No. 3

To: Chairman
Interstate Commerce Commission

I _____ recently made an interstate move From:
(Name)
_____ To: _____
(city or town, and State) (city or town and State)
My household goods were picked up by: _____ The number of
(name of mover or the mover's agent).
the bill of lading issued on my shipment is _____ and the carrier's number
is ICC-MC No. _____.

I have the following comments to make about my move:

- | | Yes | No |
|--|-------|-------|
| 1. Did you receive form BOp 103, Summary of Information for Shippers of Household Goods from a mover before you signed an order for service? | _____ | _____ |
| 2. Was your shipment picked up when the mover promised it would be? | _____ | _____ |
| 3. Was the tare (pre-loading) weight entered on your copy of the bill of lading before your shipment was loaded? | _____ | _____ |
| 4. Did you go to the scale and view the weighing of your shipment? | _____ | _____ |
| 5. Were you given copies of two weight tickets obtained on your shipment? | _____ | _____ |
| 6. a. Did you request that your shipment be reweighed? | _____ | _____ |
| b. Was it done? | _____ | _____ |
| 7. If so, was the weight of your shipment on reweigh lower than the original weight? | _____ | _____ |
| 8. Was your shipment delivered by the same carrier that picked it up? | _____ | _____ |
| 9. Was your shipment delivered when the mover promised it would be? | _____ | _____ |
| 10. If your shipment was delivered late, were you notified by the carrier of the reason for the delay and the location and condition of your shipment? | _____ | _____ |
| 11. Did you furnish the carrier a destination address and/or phone number or point of contact? | _____ | _____ |
| 12. Did you request assistance from an ICC field office? | _____ | _____ |



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Interstate Commerce Commission (PI)
12th and Constitution Ave. N. W.
Washington, D. C. 20423



POSTAGE AND FEES PAID
INTERSTATE COMMERCE COMMISSION

Interstate Commerce Commission
Washington, D. C. 20423
OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300
RETURN AFTER FIVE DAYS

(Fold on this line, tape and mail to ICC. No postage is required.)

- | | Yes | No |
|--|--------------------------|--------------------------|
| 13. Was the total of your transportation charges within 10% above or below the estimate of those charges made by your mover? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. a. Were any of your goods lost or damaged? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. If so, have you filed or do you plan to file a claim for loss or damage with your mover? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. If you have filed, has your mover acknowledged receipt of your claim in writing? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Was your move satisfactory? | <input type="checkbox"/> | <input type="checkbox"/> |

Additional comments:

Date: _____ Name: _____
(Please print)
Address: _____
(Please print)

NOTE: If your moving experience has given you an idea as to how service can be improved, please write and tell us about it.